

HOW FACULTY USE THE TRACK-IT WORK ORDER SYSTEM (ONLINE SUPPORT FORM)

First go to UAM's homepage: www.uamont.edu



Click on **Administration/Staff** under the Information For column (bottom of the UAM home page)



Now, look under Information Technology and click on **General Information**.

The screenshot shows the top navigation bar of the University of Arkansas at Monticello website. The main navigation menu is located in the center, with a yellow arrow pointing to the 'Faculty/Staff' link. The menu items are: UAM Home, IT Home, Getting Connected - Wired, Getting Connected - Wireless, Getting Connected - Wireless for Guest, Register Your Game Console, Online Support Form, Passwords, Security & Viruses, Faculty/Staff, Students, Bandwidth Usage, and Barracuda. To the right, there is a 'Welcome to the' section with a 'Mission Statement' and a paragraph of text.

In the left hand column click on **Online Support Form**.

The screenshot shows the 'University of AR at Monticello Help Desk' interface. The top navigation bar includes links for Home, Solutions, Work Orders, Assets, User Account, Help, About, and Sign Out. The main content area is titled 'Welcome Rabb Leah, to the University of AR at Monticello Help Desk'. On the left, there is a search box and buttons for 'Add Work Order' and 'Run Audit'. The main content area lists several options: 'Search the solutions database', 'Manage your Work Order Requests', 'View your Assets', and 'View your User Account'. A yellow arrow points to the 'add a new Work Order' link under the 'Manage your Work Order Requests' section.

Click on **add a new Work Order**

University of AR at Monticello Help Desk Powered By: **Track-It!**

Home Solutions Work Orders Assets User Account Help About Sign Out

Search the Solutions

Enter the text to search for:

Work Order REQUEST

Fill this form out as completely as possible. When you submit this Work Order you will receive a confirmation number.
[Back to Your Work Orders](#)

Summary (*):

Call-back number: (*):

Priority:

Type: Subtype: Category:

Description (*):

Attachment:

(*) Denotes a required field.
[Back to Your Work Orders](#)



Fill out the work order including the following information:

Summary - Name, location, and brief description of problem

Call-back number

Priority

Type - choose from the drop down menu

Subtype (if allowable) - choose from the drop down menu

Category (if allowable) - choose from the drop down menu

Description- Full details concerning the reason for your work order

When you are done entering in all of the information, click on **Submit**.

Questions, call the IT Call Center at 870-460-1820.